

Quarterly Service Performance Review

Third Quarter, FY 2011

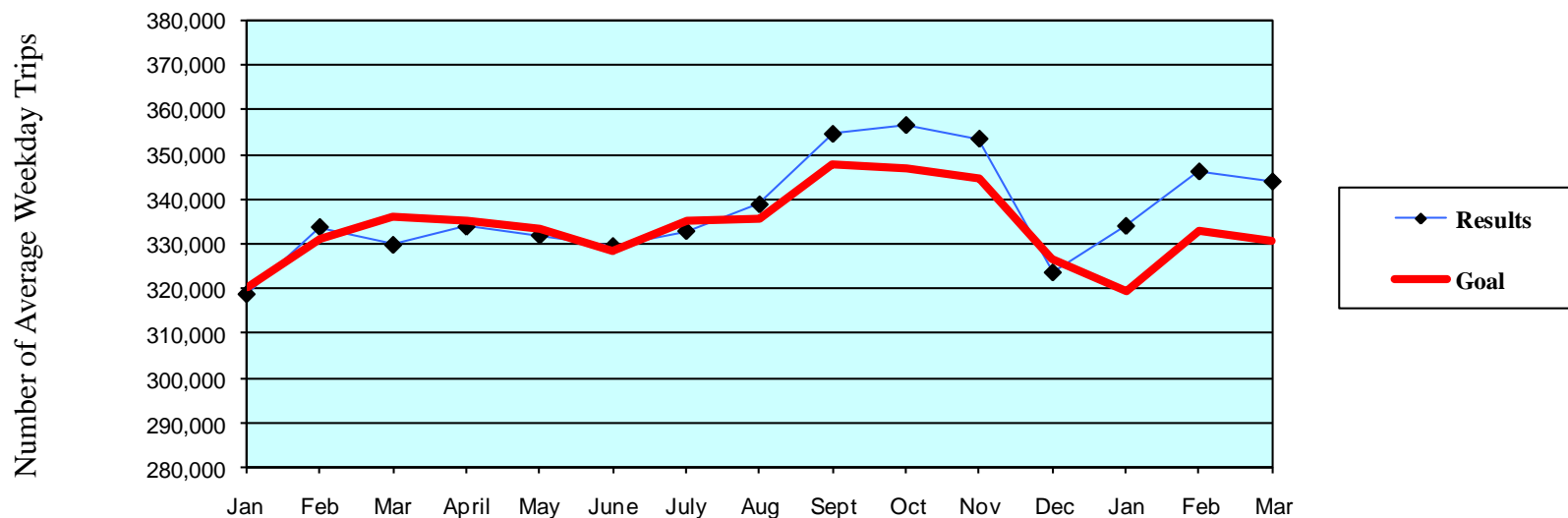
January - March, 2011

Engineering & Operations Committee
May 12, 2011

FY11 Third Quarter Overview...

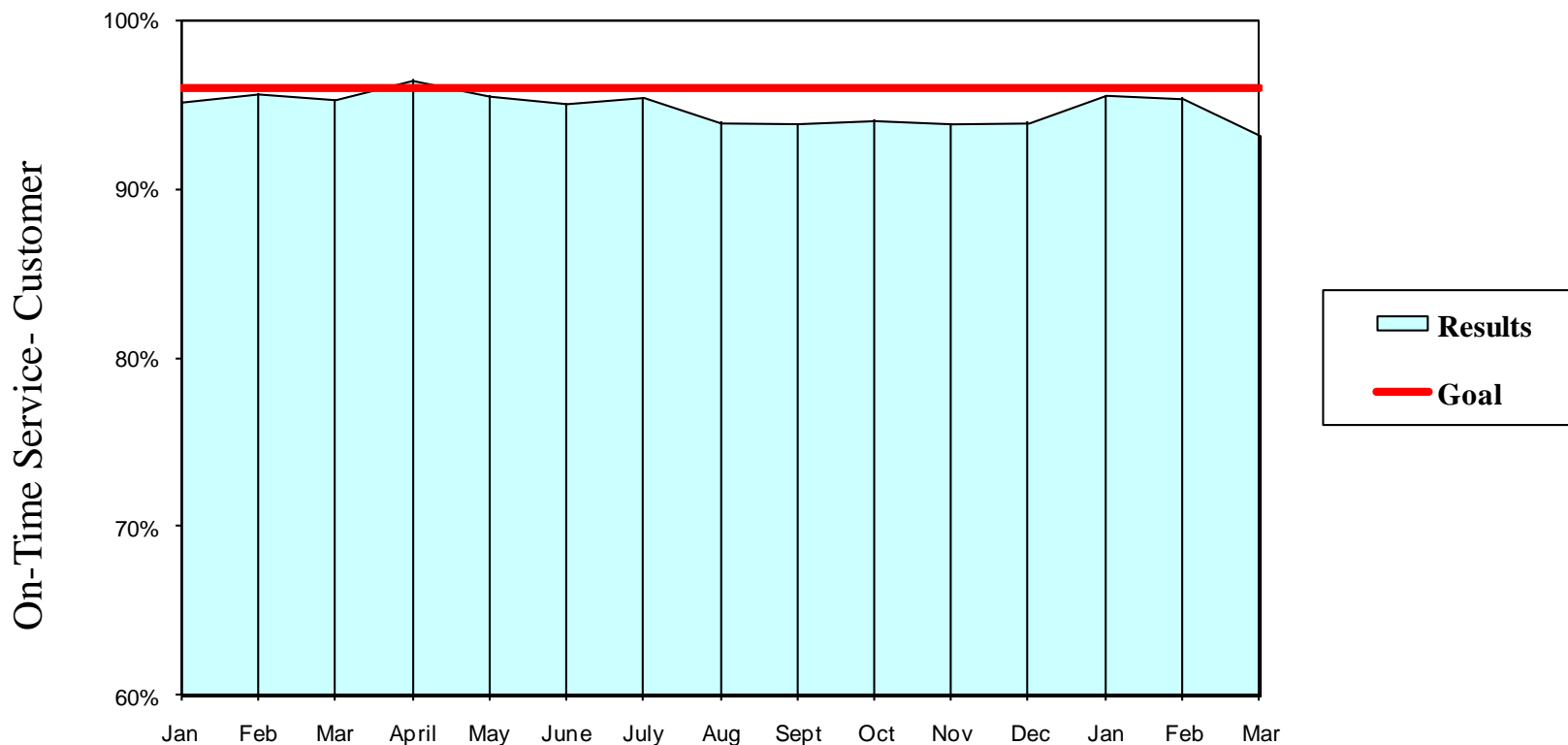
- ✓ Ridership grew by more than 4%
- ✓ Widespread slight, but encouraging, “bump-up” in performance
- ✓ Complaints increased, driven by two “specialty items” – Advertising and Seats

Customer Ridership



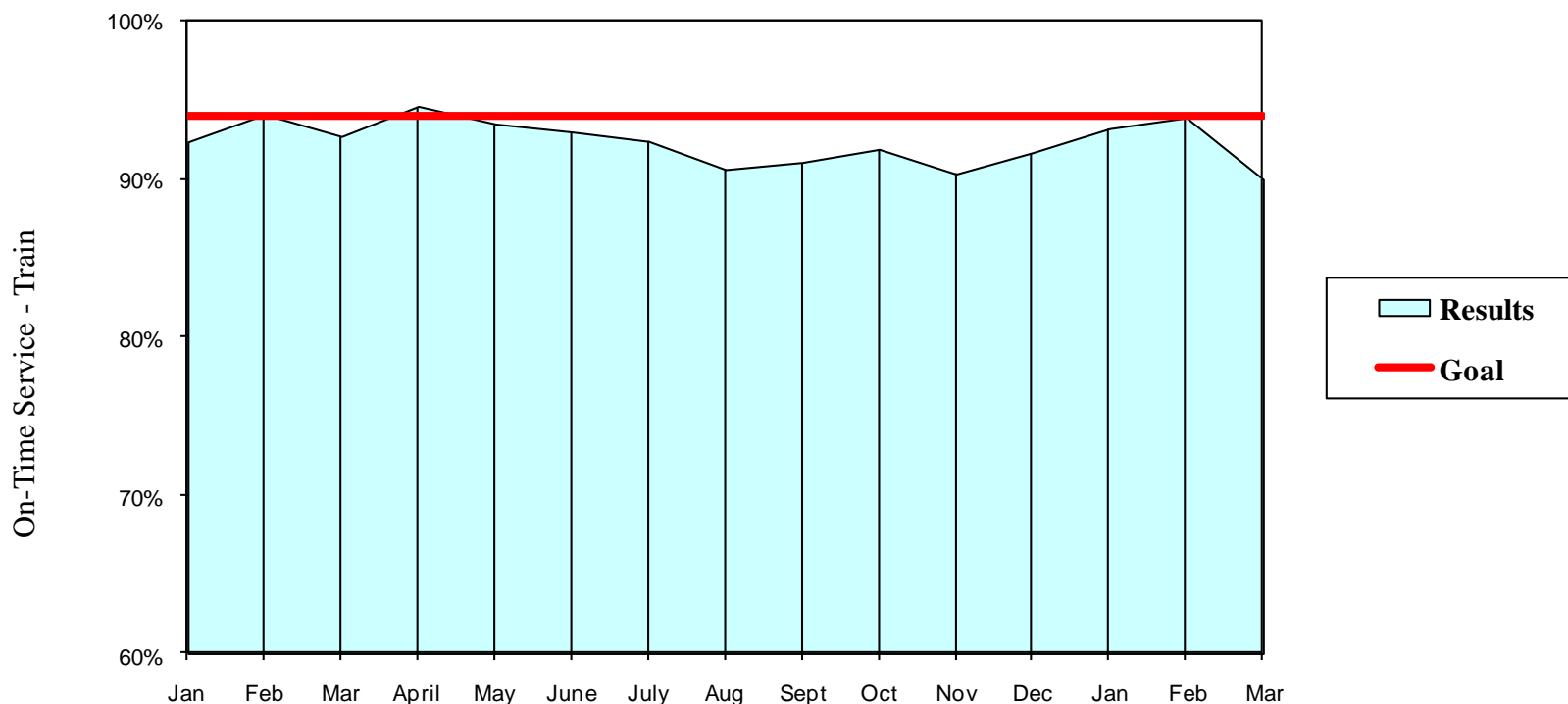
- ✓ Total quarterly ridership up by 4.5% over last year
- ✓ Average weekday ridership up 4.2% over same quarter last year; core weekday ridership up by 4.0% and SFO Extension weekday ridership up by 6.4%
- ✓ Average Saturday ridership up by 1.4%, Sunday down by 0.5%

On-Time Service - Customer



- ✓ 94.73%, goal not met
- ✓ Customer on-time above 95% in January and February
- ✓ Significant March events included third rail cable short, MUNI related power outage at Montgomery and a train striking an object at Powell

On-Time Service - Train

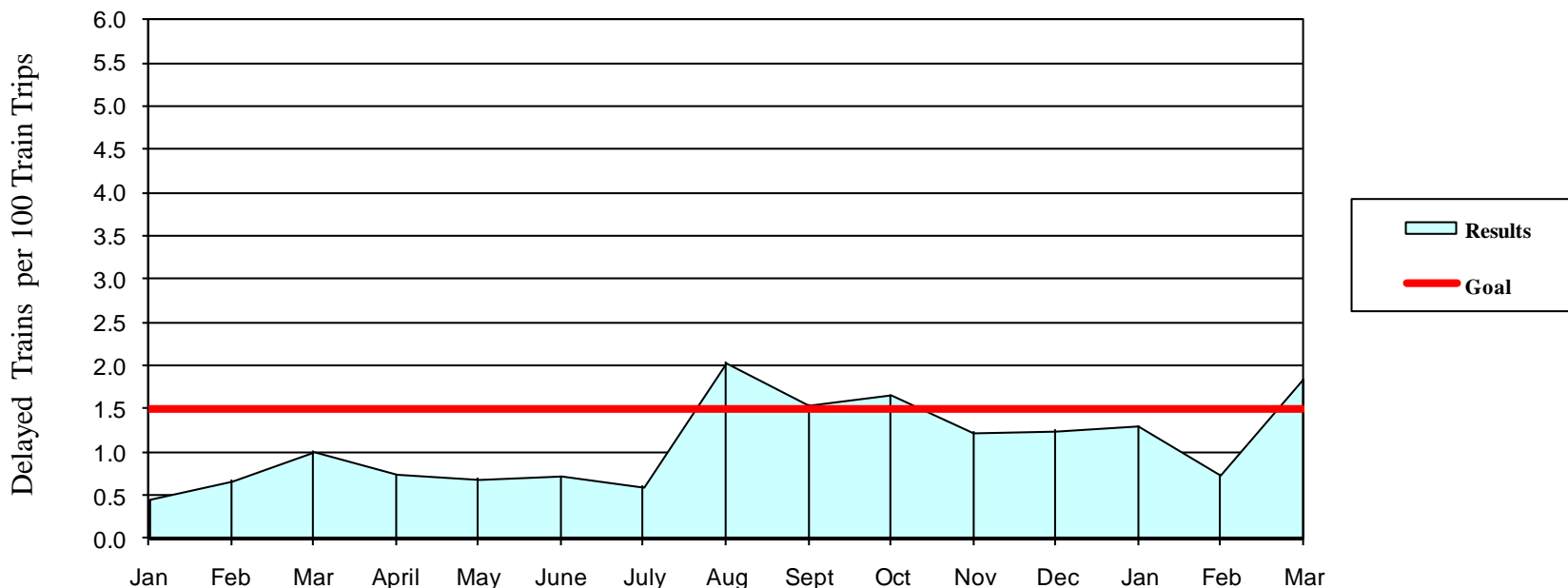


✓ 92.24%, goal not met but improved over last quarter

✓ Three significant March events described on previous page accounted for 24% of that month's late trains.

Wayside Train Control System

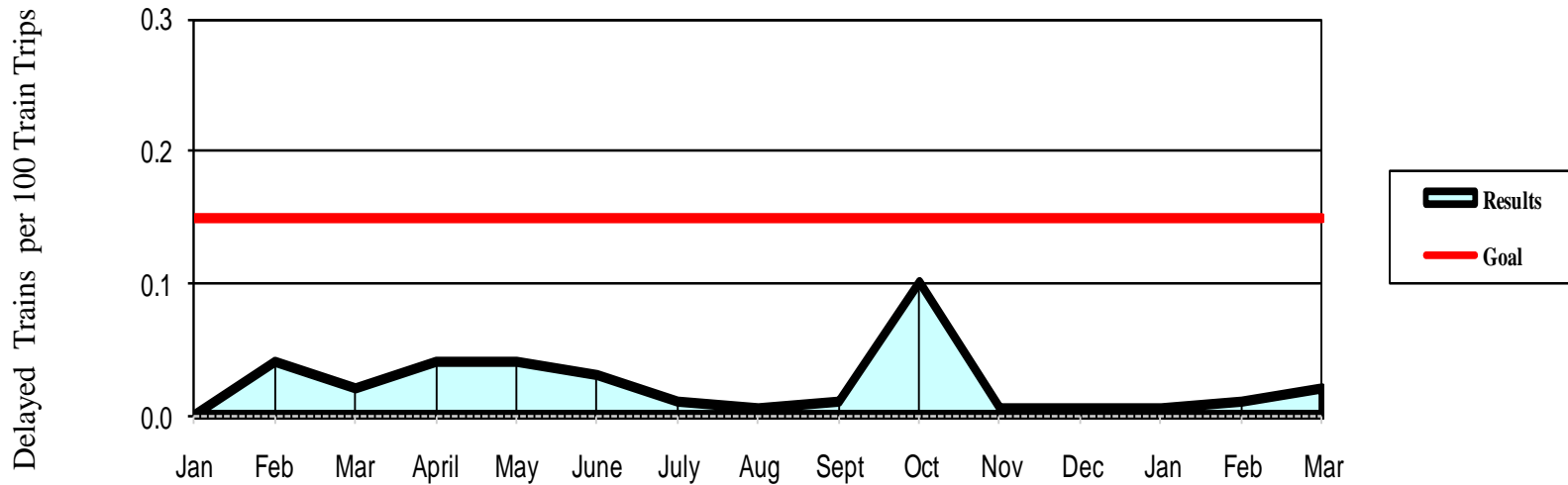
Includes False Occupancy & Routing, Delays Per 100 Train Runs



- ✓ Goal met
- ✓ Installed (14) Stainless Steel Junction Boxes for future switch machines installation
- ✓ Completed the Wayside MUX box lightening arrestor replacement on the R-Line
- ✓ Installed 177 new Wayside MUX card packs on the R-Line

Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs

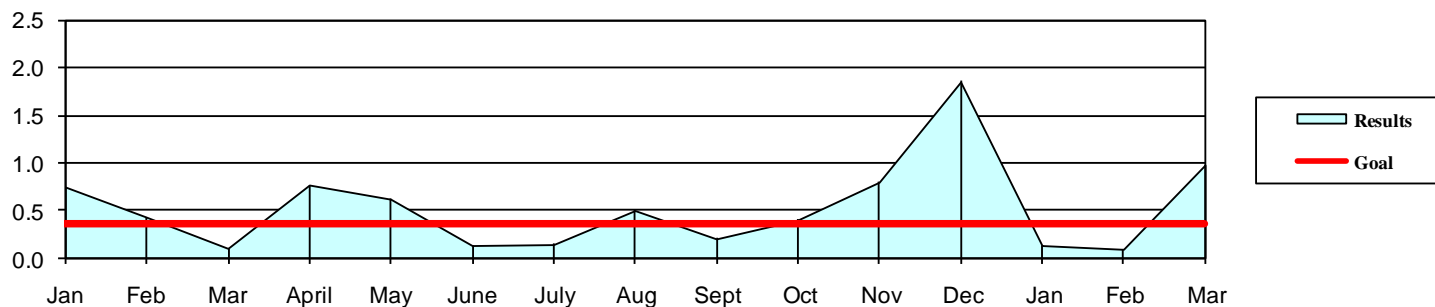


✓ Solid performance – goal met

Traction Power

**Includes Coverboards, Insulators,
Third Rail Trips, Substations,
Delays Per 100 Train Runs**

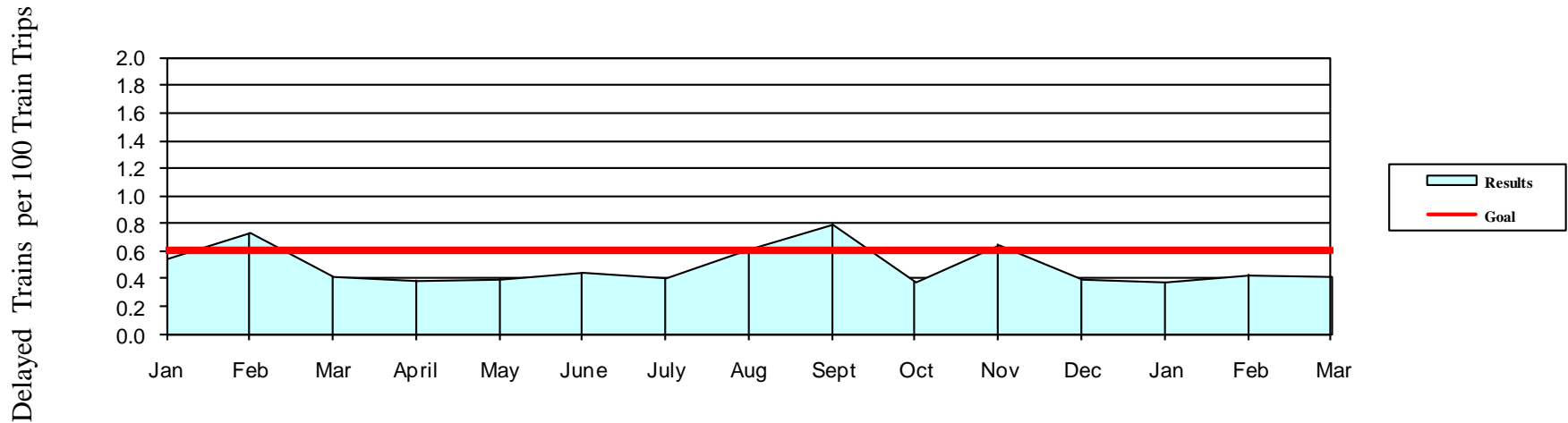
Delayed Trains per 100 Train Trips



- ✓ Below goal due to March incidents, improved over last quarter
- ✓ March jump caused by one incident – third rail cable short at Montgomery – largest delay of the quarter
- ✓ Coverboard bracket program continues to show positive results

Transportation

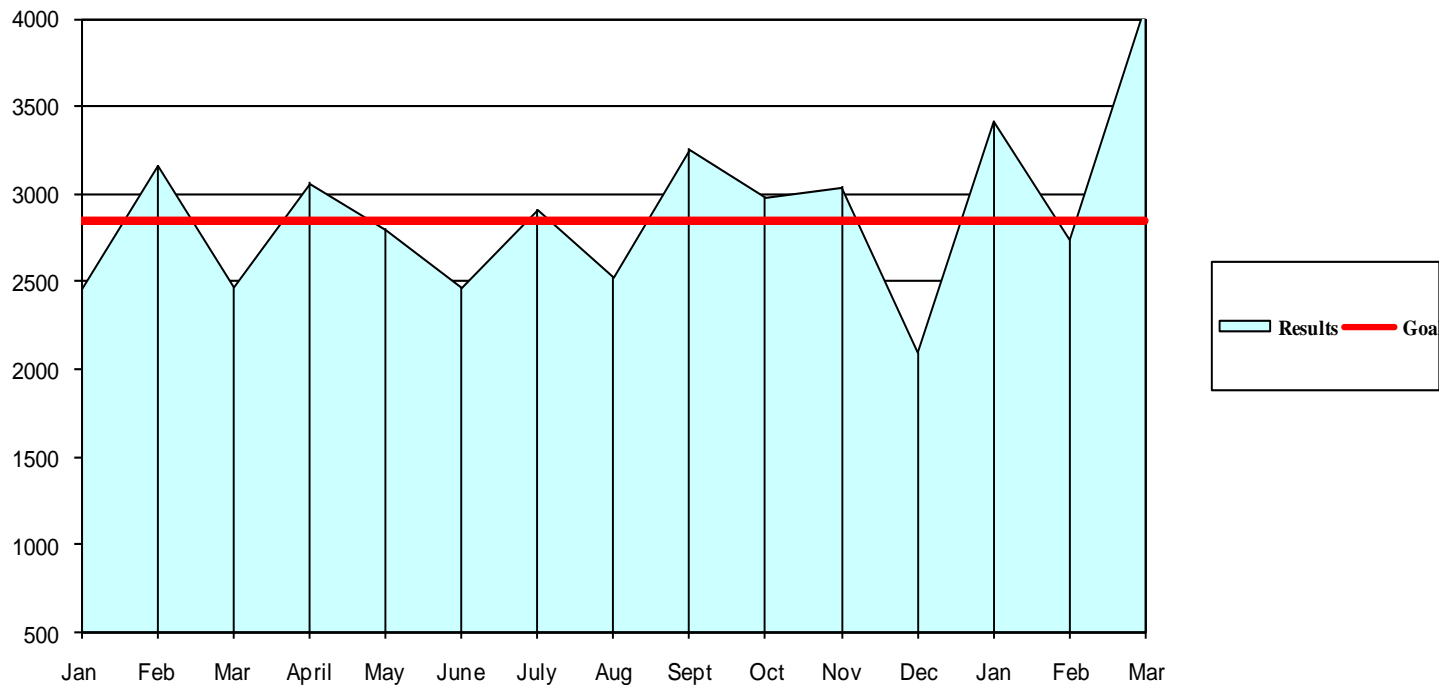
**Includes Late Dispatches, Controller-Train
Operator-Tower Procedures and Other
Operational Delays Per 100 Train Runs**



- ✓ Goal met
- ✓ Stable performance

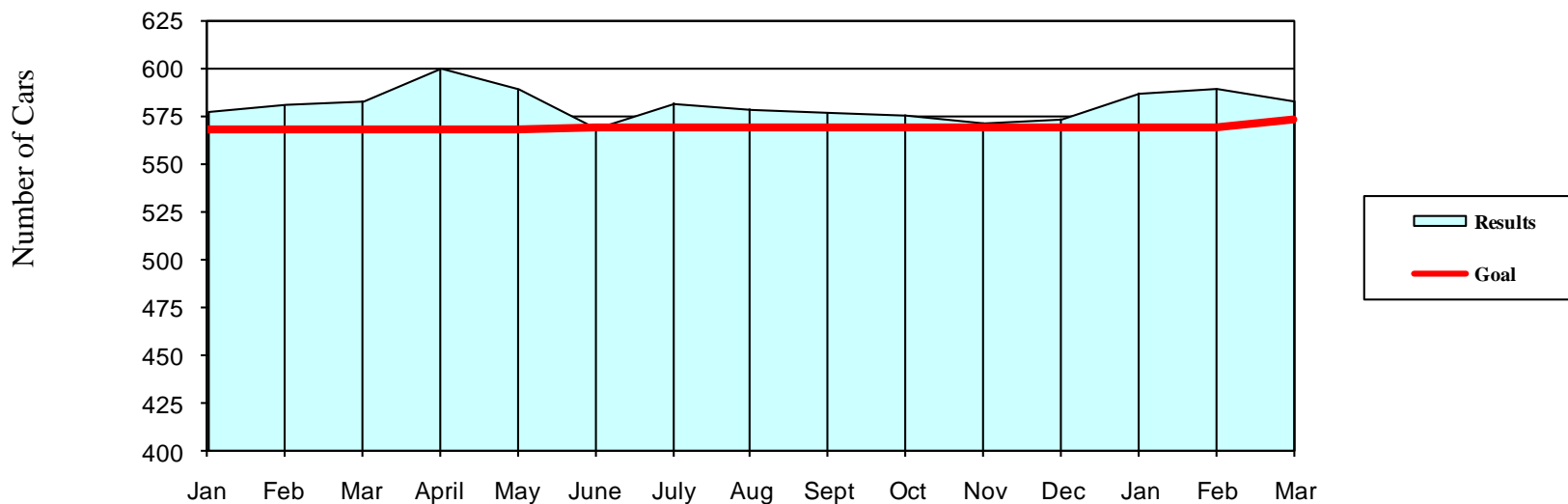
Car Equipment - Reliability

Mean Time Between Failures (Hours)



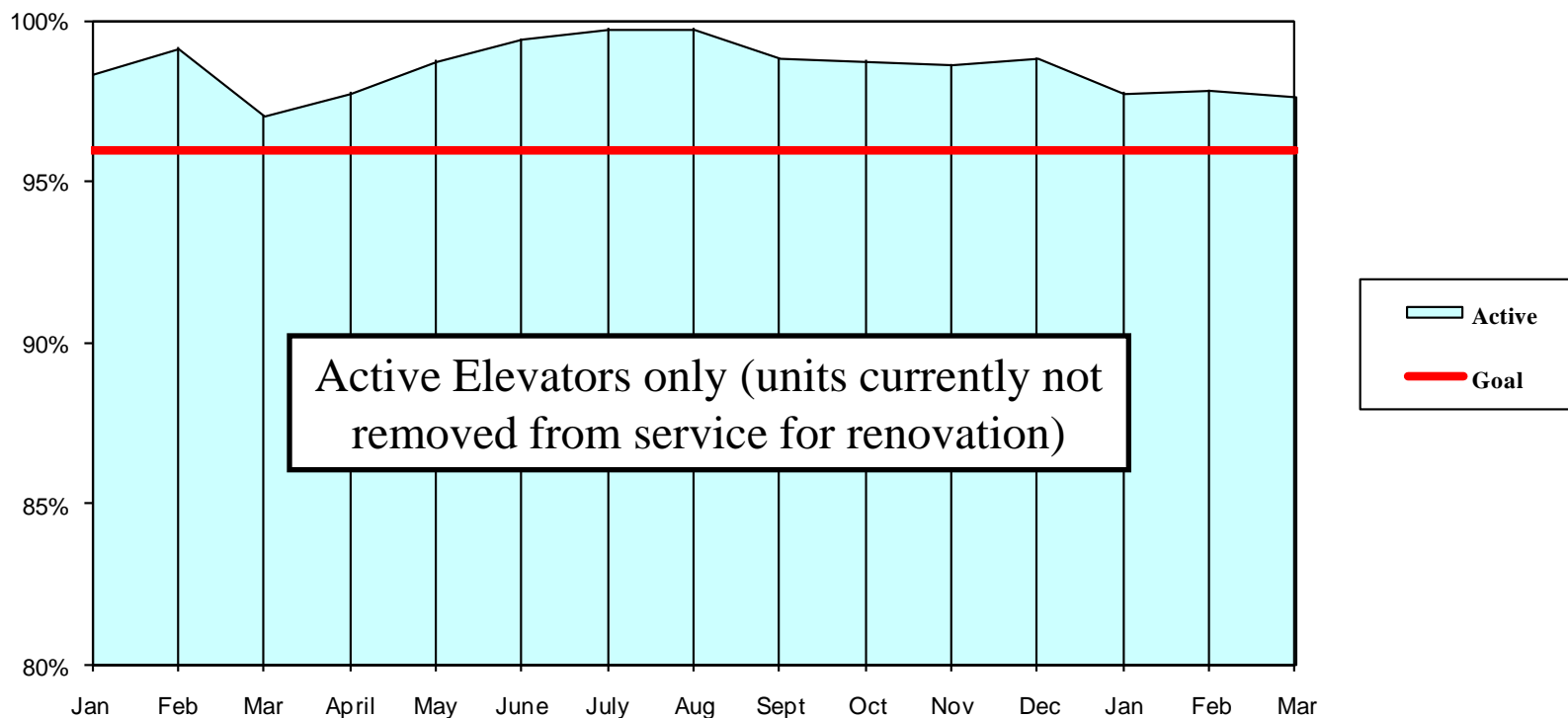
- ✓ Goal met, performance improved
- ✓ Improvement initiatives on-going

Car Equipment - Availability @ 0400 hours



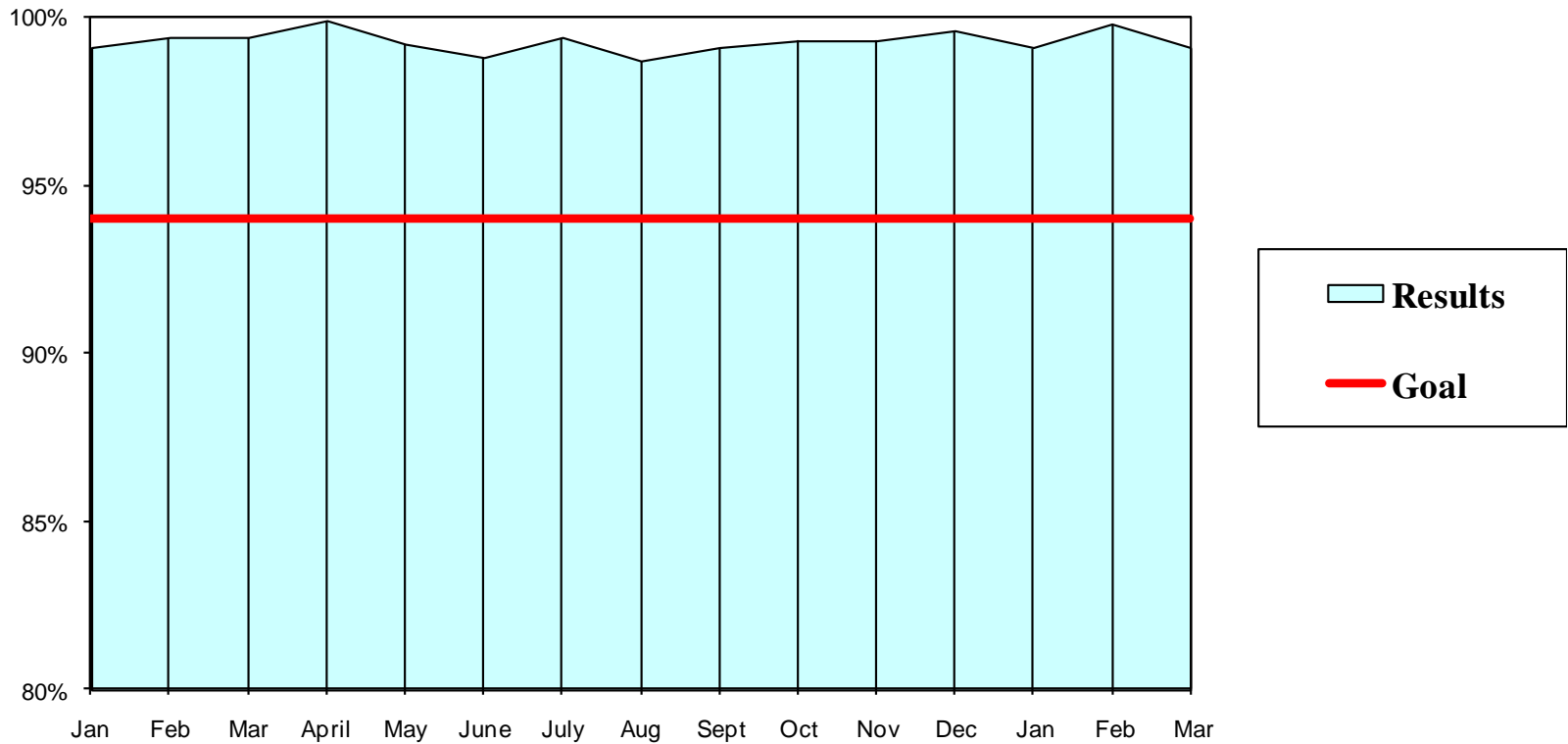
✓ Goal met.

Elevator Availability - Stations



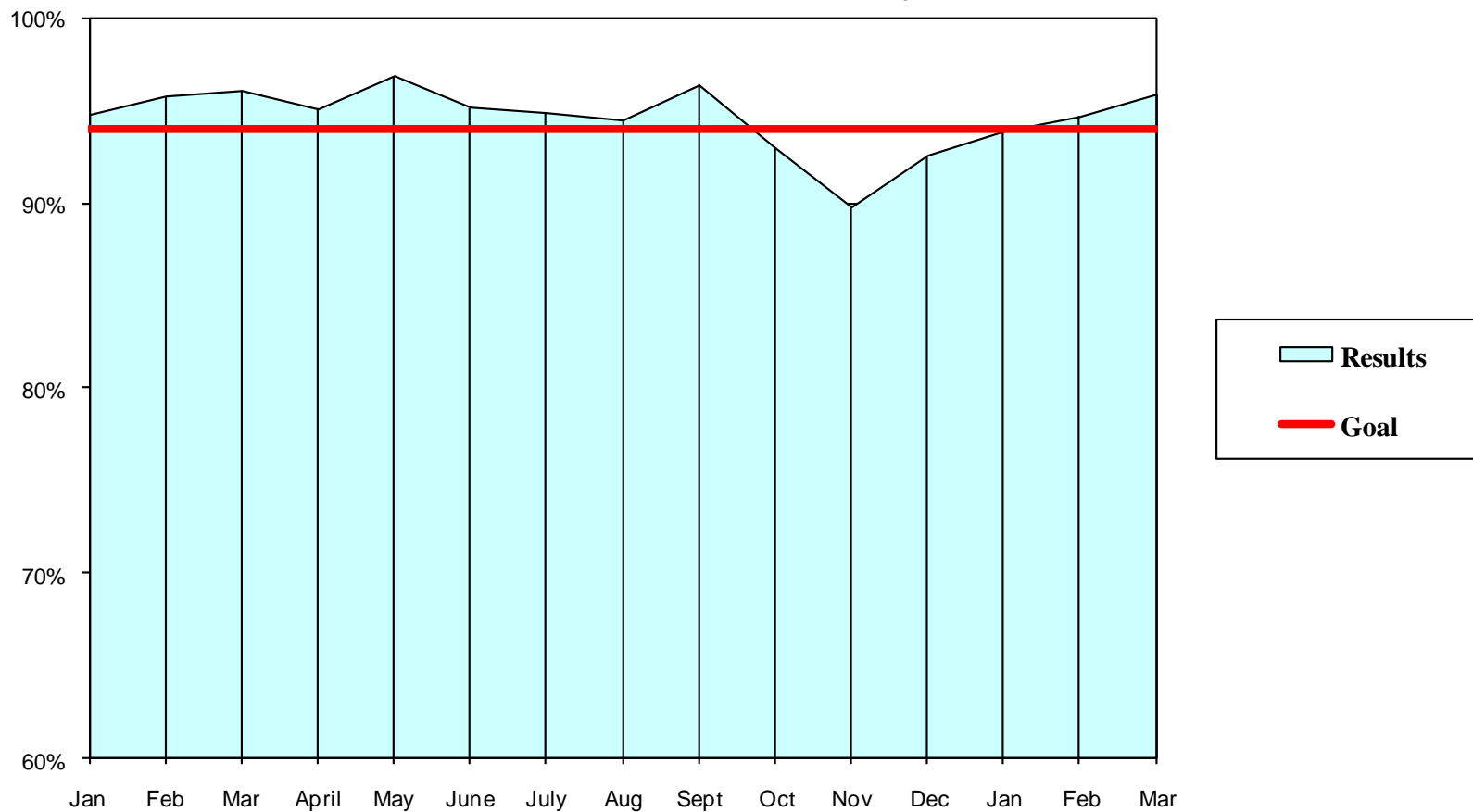
- ✓ Goal exceeded, 97.8% availability
- ✓ West Oakland unit out thru 2/10 for Earthquake Safety Project
- ✓ Elevator Phone/Button Project complete

Elevator Availability - Garage



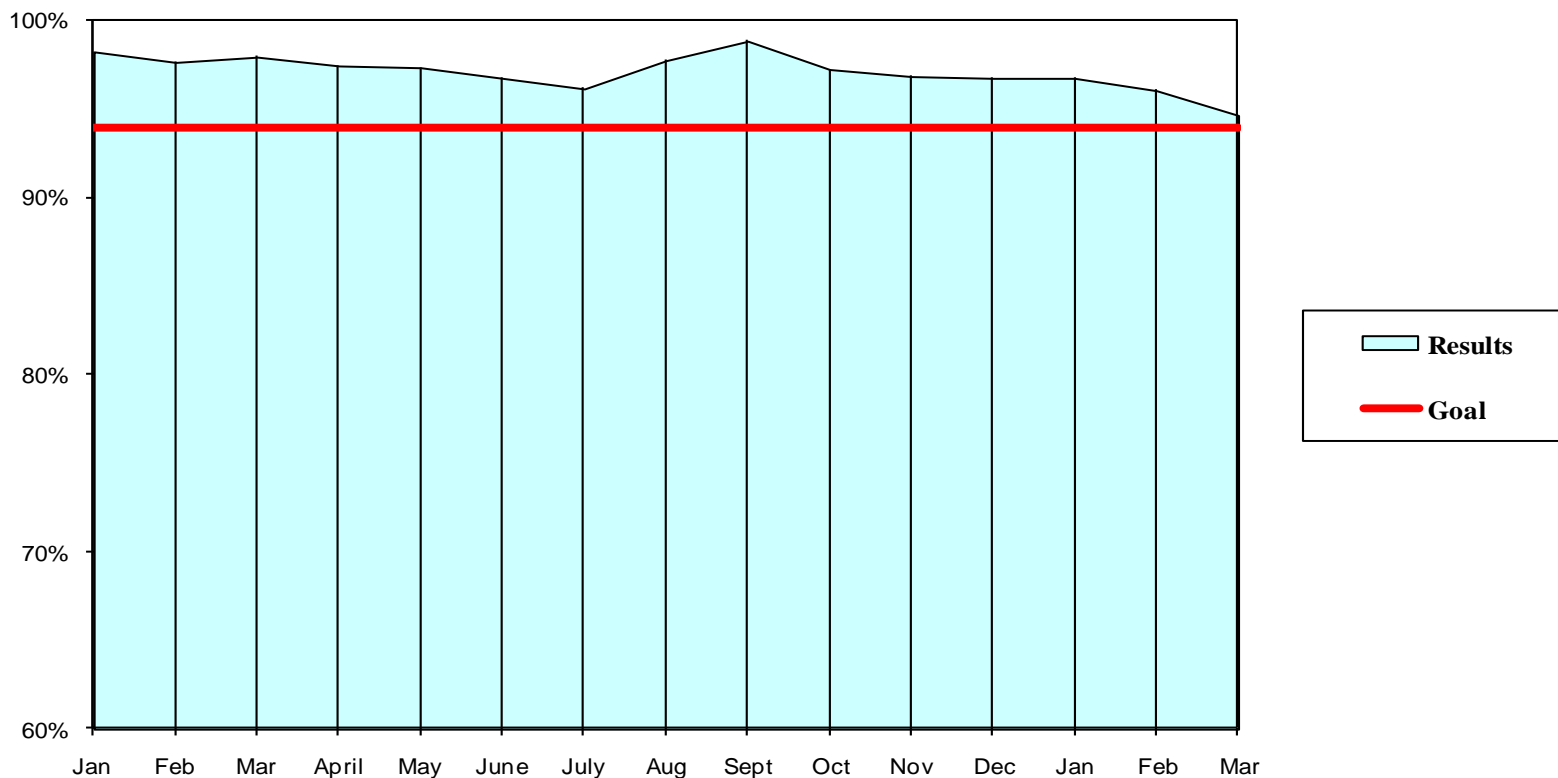
✓ Goal exceeded.

Escalator Availability - Street



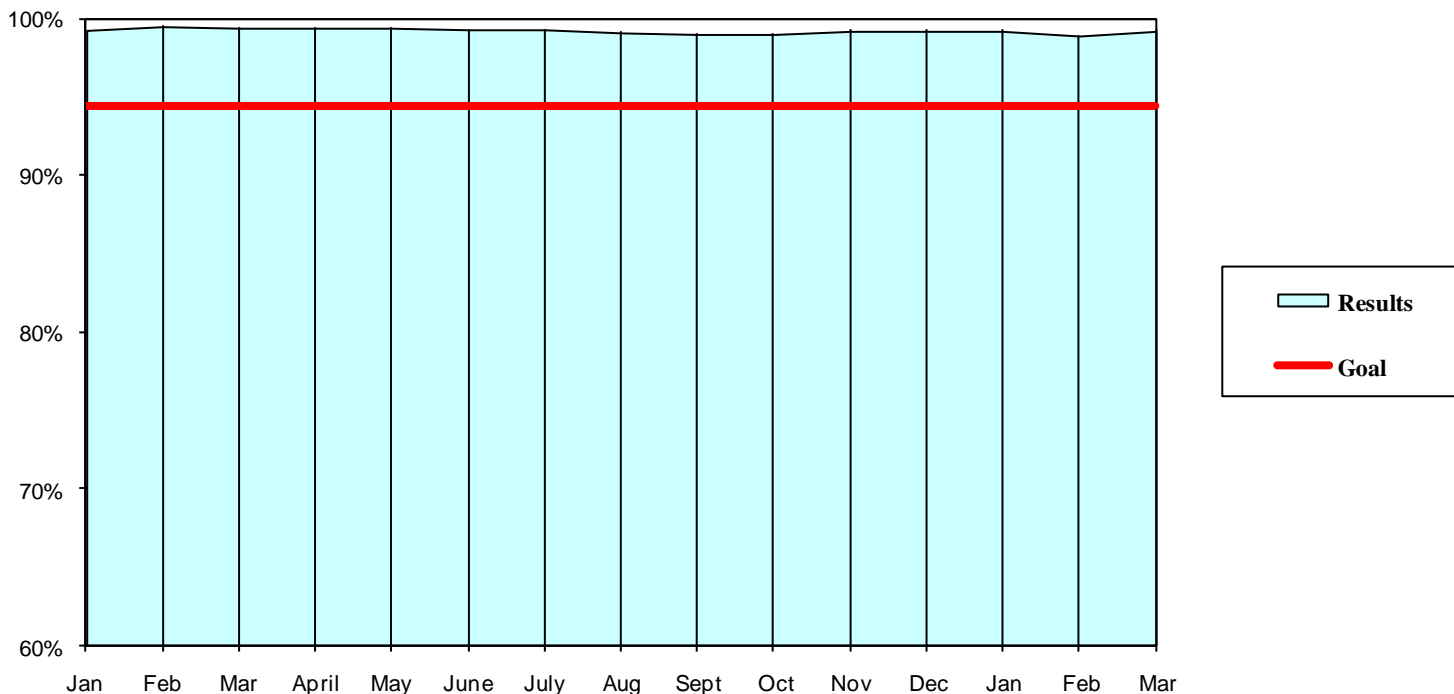
- ✓ Performance improved, goal met
- ✓ Resource impacted area

Escalator Availability - Platform



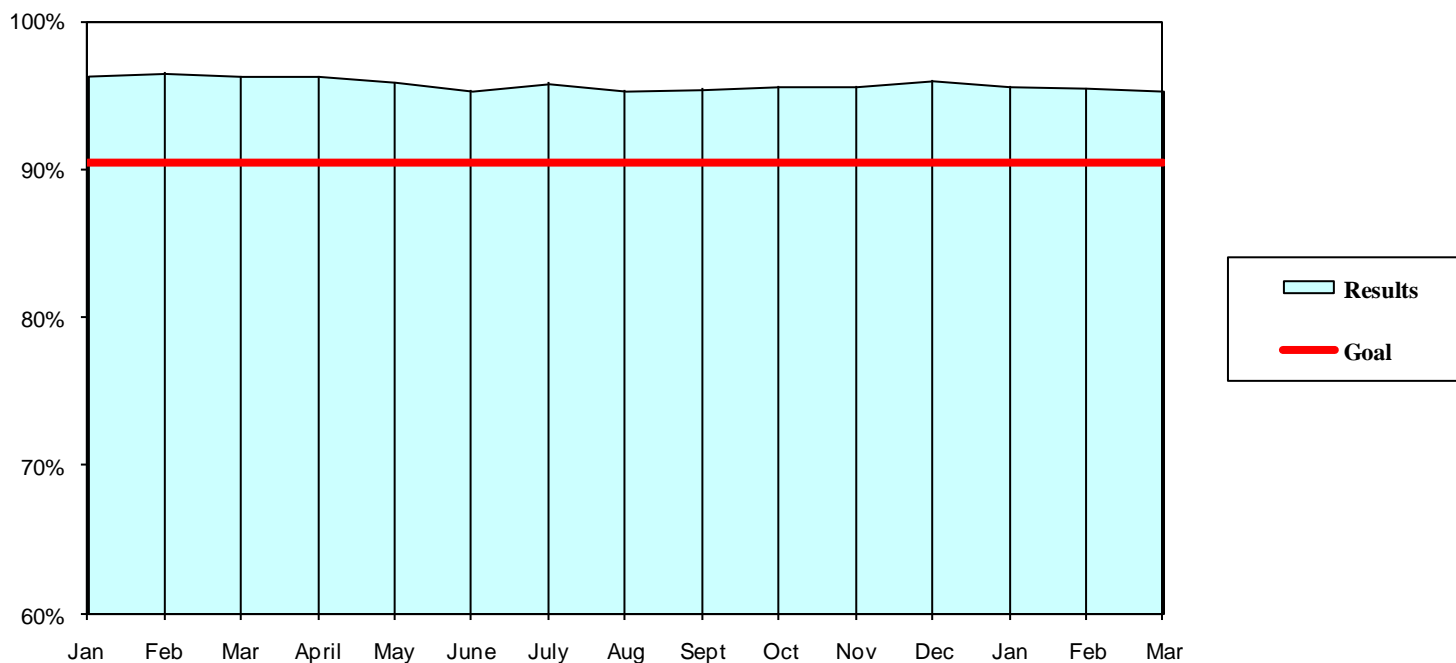
- ✓ Goal exceeded.
- ✓ Resource impacted area, lengthy outages at Daly City and Glen Park.

AFC Gate Availability



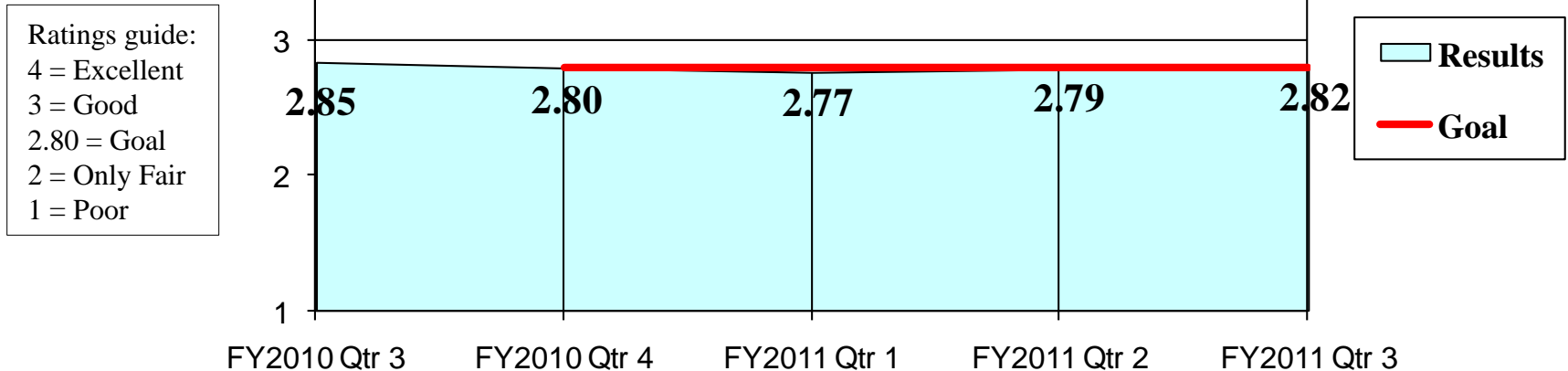
- ✓ Goal exceeded, steady high performance
- ✓ Overall incident rate slightly improved, continuing to monitor Clipper incident rate
- ✓ Parking Validation Machine (PVM) availability 99.2%

AFC Vendor Availability



- ✓ Goal exceeded, steady above goal performance
- ✓ Availability of Add Fare 98.6%

Environment - Outside Stations



Composite rating of:

Walkways & Entry Plaza Cleanliness (50%) 2.75

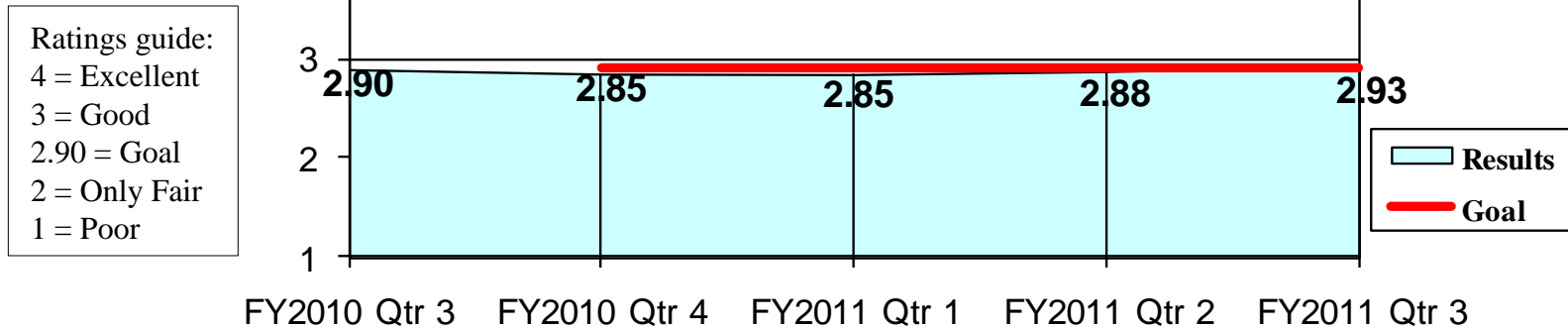
BART Parking Lot Cleanliness (25%) 3.06

Appearance of BART Landscaping (25%) 2.72

- ✓ Goal met, slight improvement
- ✓ Cleanliness ratings of either Excellent or Good:
 - Walkways/Entry Plazas: 68.2%
 - Parking Lots: 83.2%
 - Landscaping Appearance: 66.1%



Environment - Inside Stations



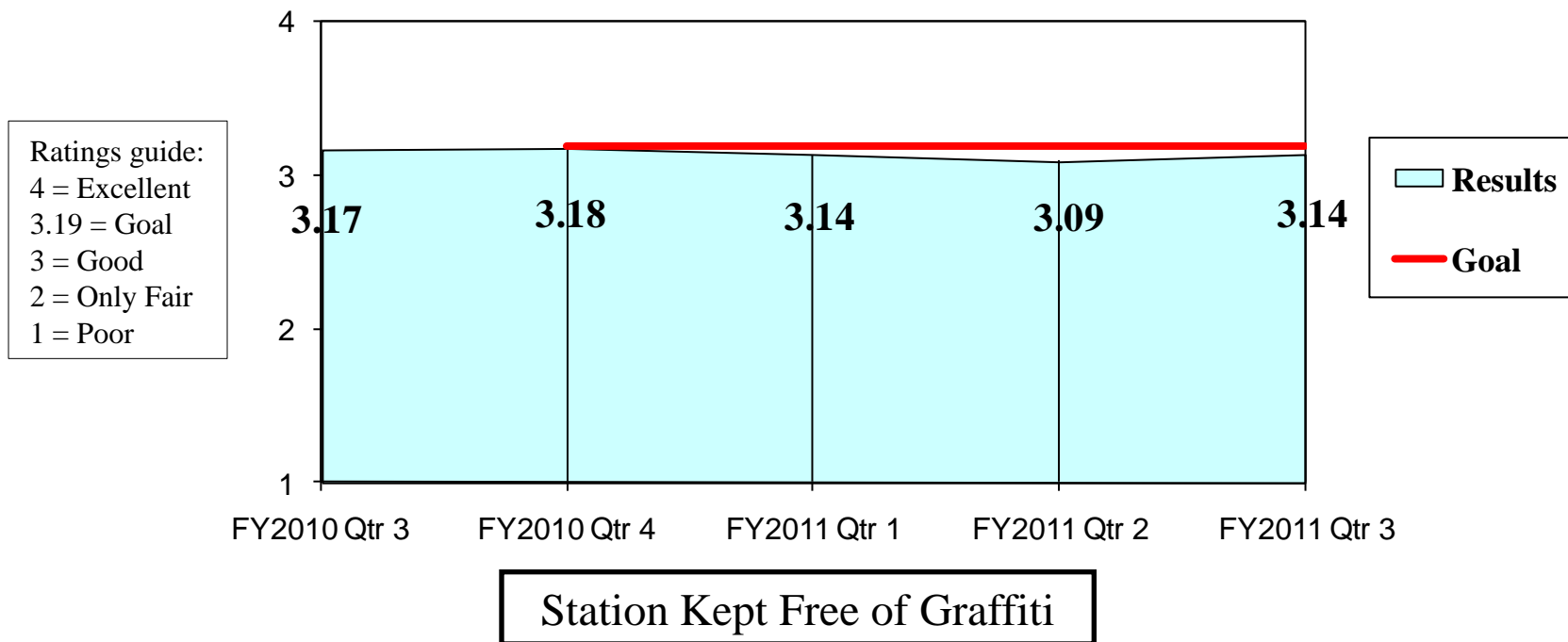
Composite rating for Cleanliness of:

| | |
|----------------------------|------|
| Station Platform (60%) | 3.08 |
| Other Station Areas (20%) | 2.90 |
| Restrooms (10%) | 2.34 |
| Elevator Cleanliness (10%) | 2.70 |

- ✓ Goal met, improved performance
- ✓ Cleanliness ratings of either Excellent or Good:

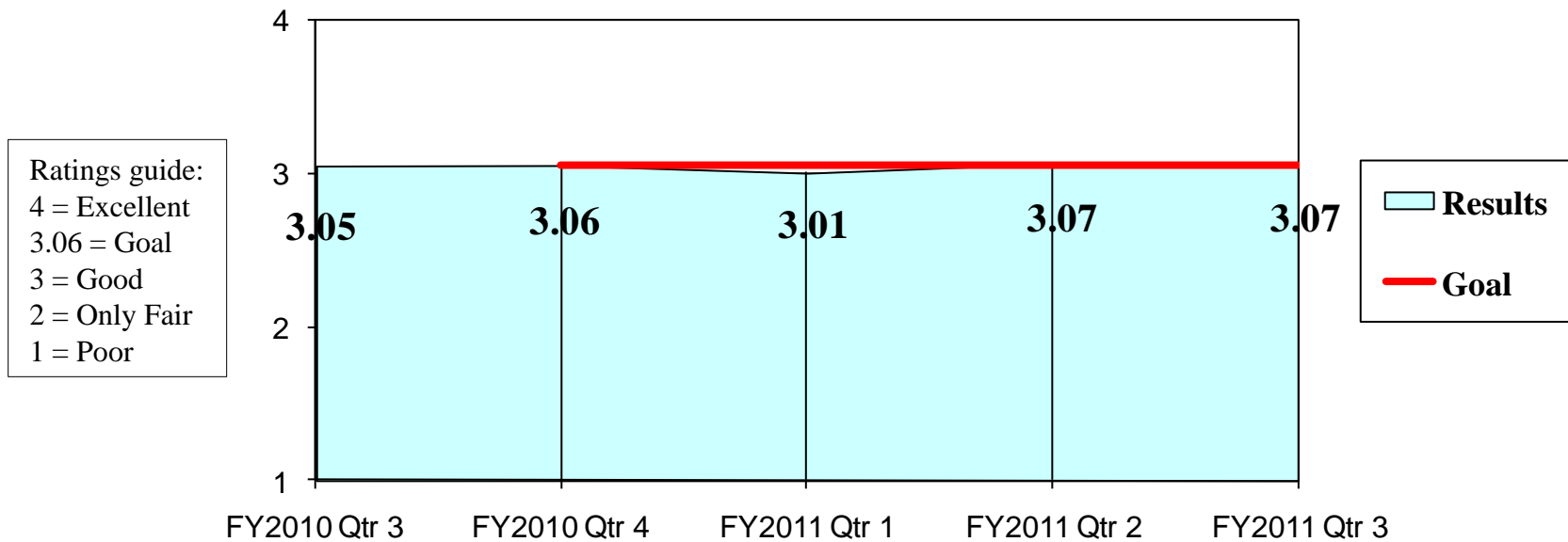
| | |
|-------------------------|----------------------------|
| Station Platform: 84.0% | Other Station Areas: 75.5% |
| Restrooms: 45.1% | Elevators: 62.6% |
- ✓ Staffing impacted area, upgrading equipment to improve performance

Station Vandalism



- ✓ Goal met, improved performance
- ✓ 85.0% of those surveyed ranked this category as either Excellent or Good

Station Services



Composite rating of:

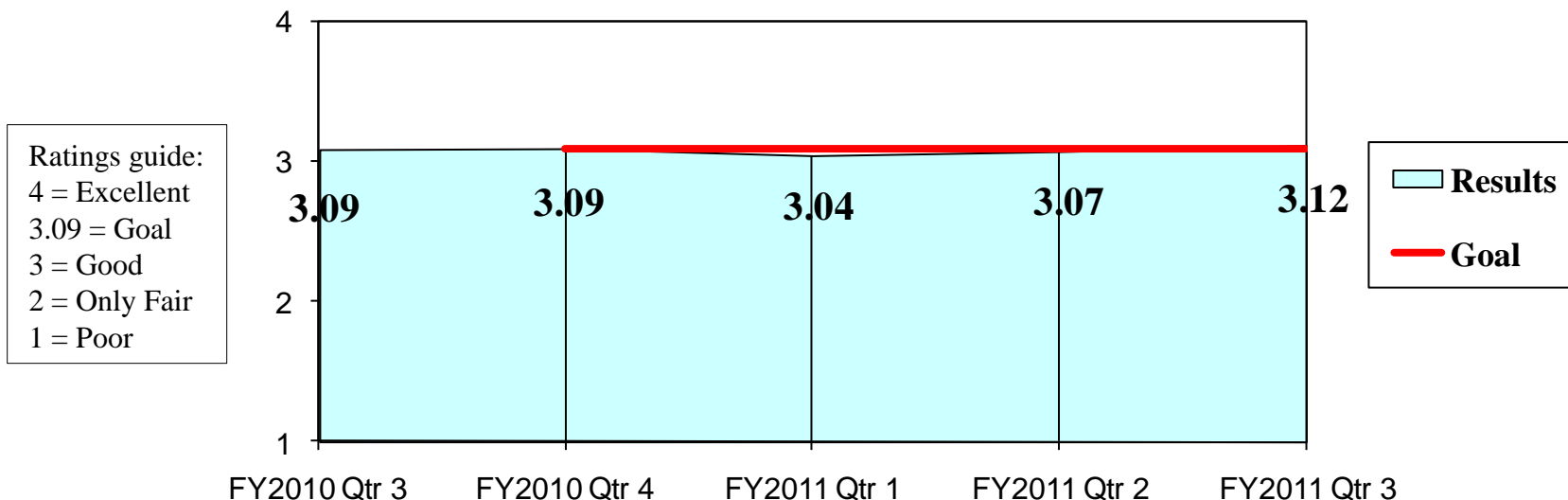
| | |
|----------------------------------|------|
| Station Agent Availability (65%) | 3.01 |
| Brochures Availability (35%) | 3.17 |

- ✓ Goal met
- ✓ Availability ratings of either Excellent or Good:

| | |
|-----------------------|------------------|
| Station Agents: 80.9% | Brochures: 86.2% |
|-----------------------|------------------|



Train P.A. Announcements

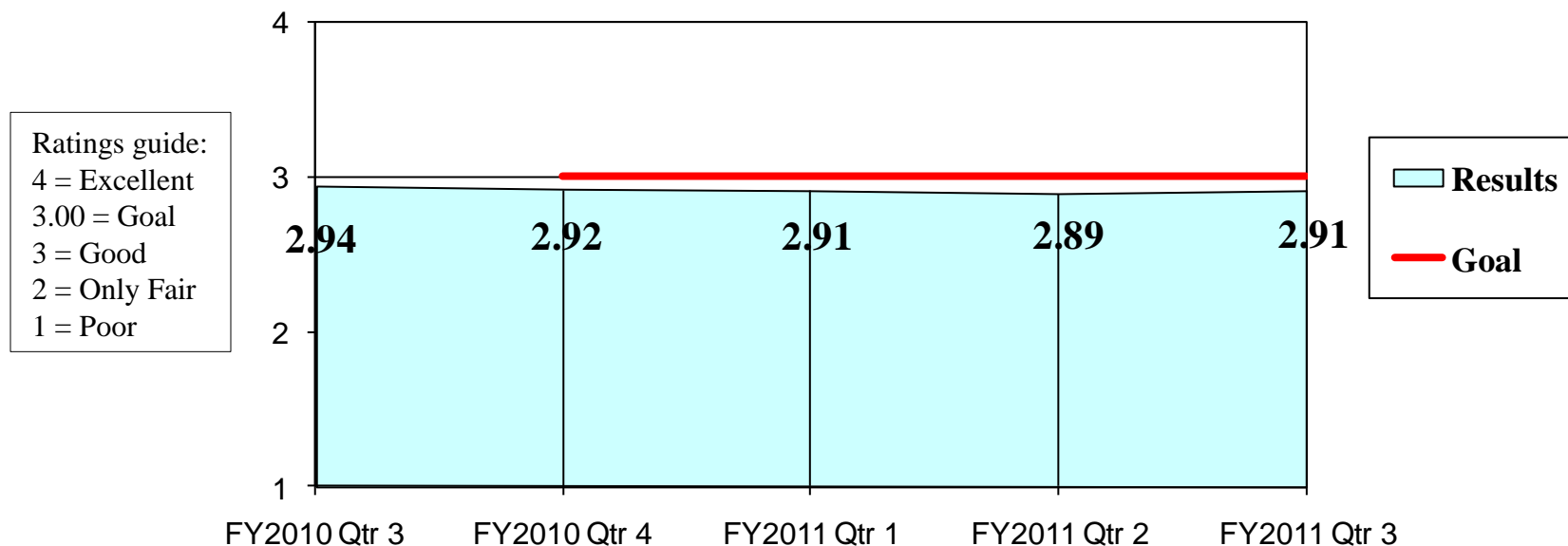


Composite rating of:

| | |
|--------------------------------------|------|
| P.A. Arrival Announcements (33%) | 3.08 |
| P.A. Transfer Announcements (33%) | 3.04 |
| P.A. Destination Announcements (33%) | 3.23 |

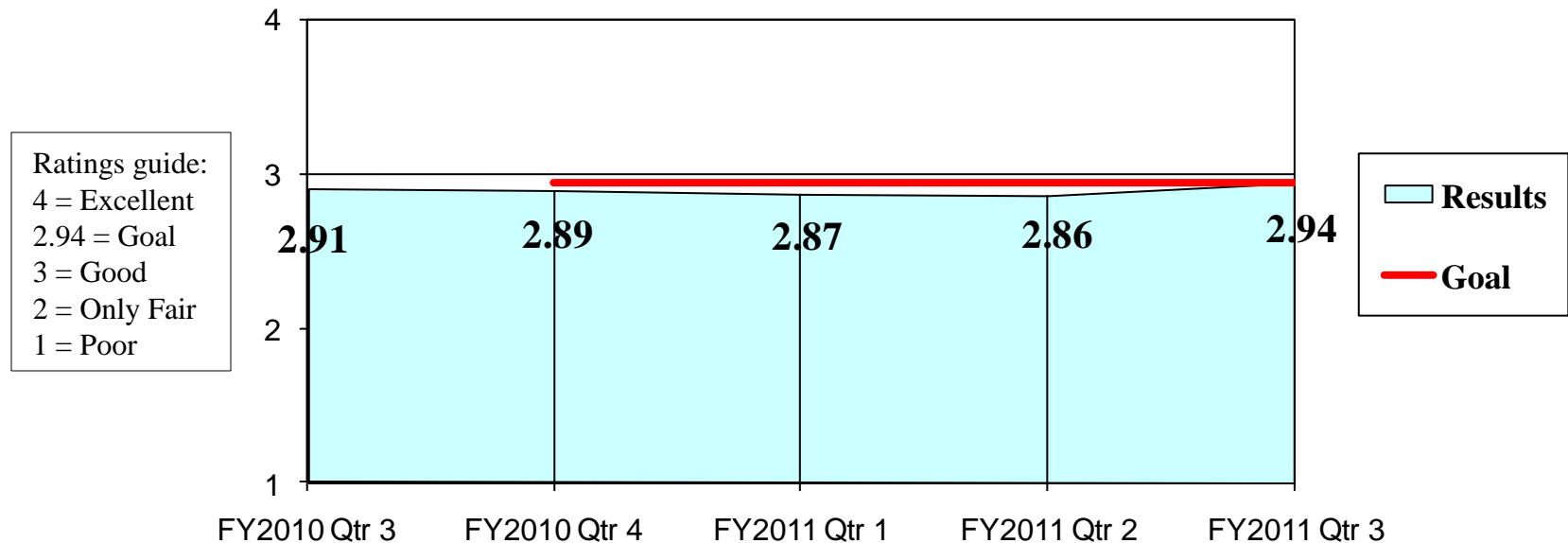
- ✓ Goal met!
- ✓ Announcement ratings of either Excellent or Good:
 - Arrivals: 78.2%
 - Transfers: 77.4%
 - Destinations: 85.0%

Train Exterior Appearance



- ✓ Goal not met, slightly improved rating
- ✓ 78.8% of those surveyed ranked this category as either Excellent or Good
- ✓ Continued effort to reduce number of weekly duplicate car washes

Train Interior Cleanliness



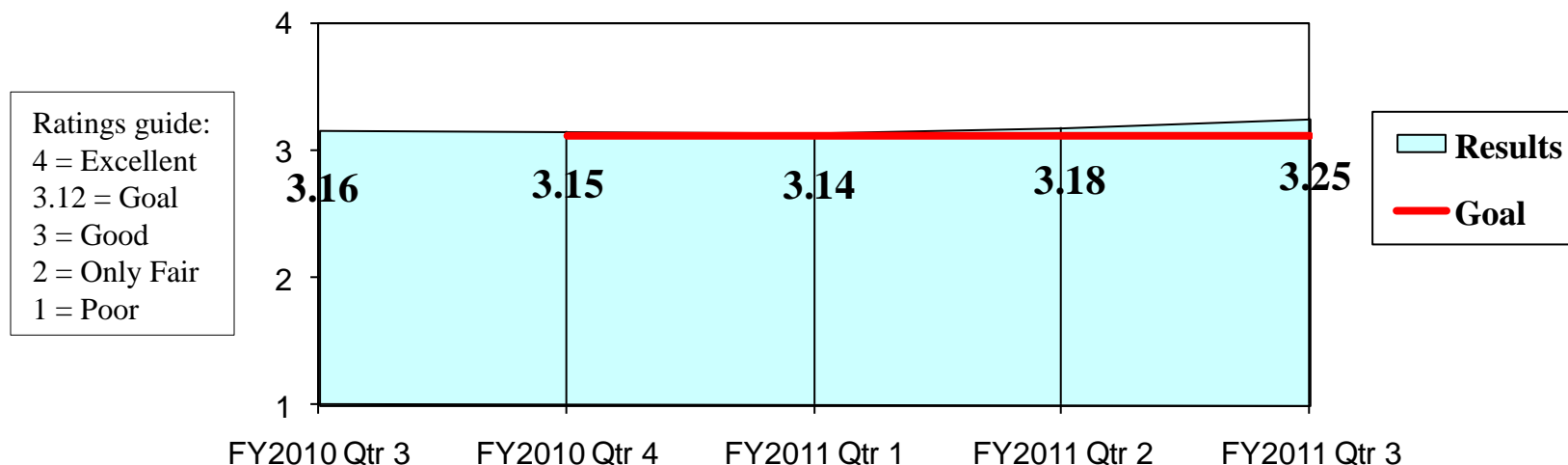
Composite rating of:

Train interior cleanliness (60%) 2.65

Train interior kept free of graffiti (40%) 3.38

- ✓ Goal met!
- ✓ Train Interior ratings of either Excellent or Good:
 Cleanliness: 60.9% Graffiti-free: 92.4%
- ✓ Continued area of focus

Train Temperature

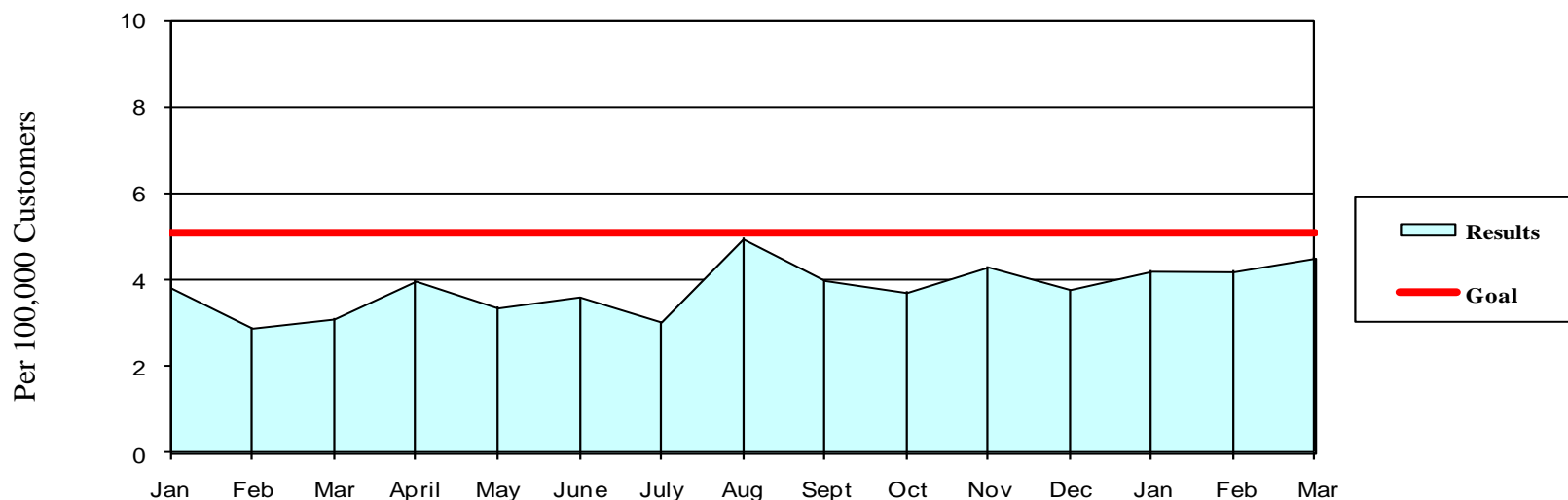


Comfortable Temperature Onboard Train

- ✓ Goal met
- ✓ 89.2% of those surveyed ranked this category as either Excellent or Good
- ✓ Summer will be the test, C cars A/C units undersized

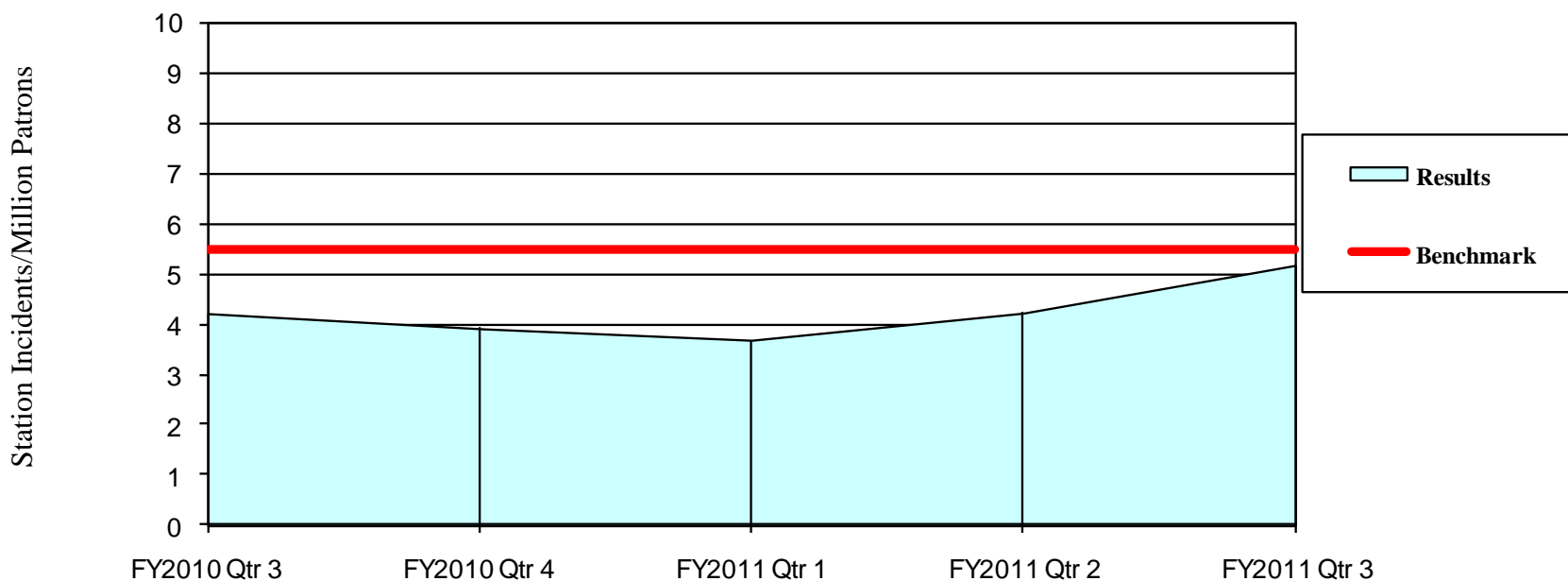
Customer Complaints

Complaints Per 100,000 Customers



- ✓ Total complaints are up 7% from last quarter and 38% when compared with the third quarter one year ago.
- ✓ Complaint numbers are reduced in M&E, Parking and Service. Changes are nil or negligible in AFC, Bus Service (AirBART), New Bike Program, and Passenger Information.
- ✓ Significant increases occurred in Policies (Advertising, Lost & Found staffing), Trains (various) and Train Cleanliness (Seats).

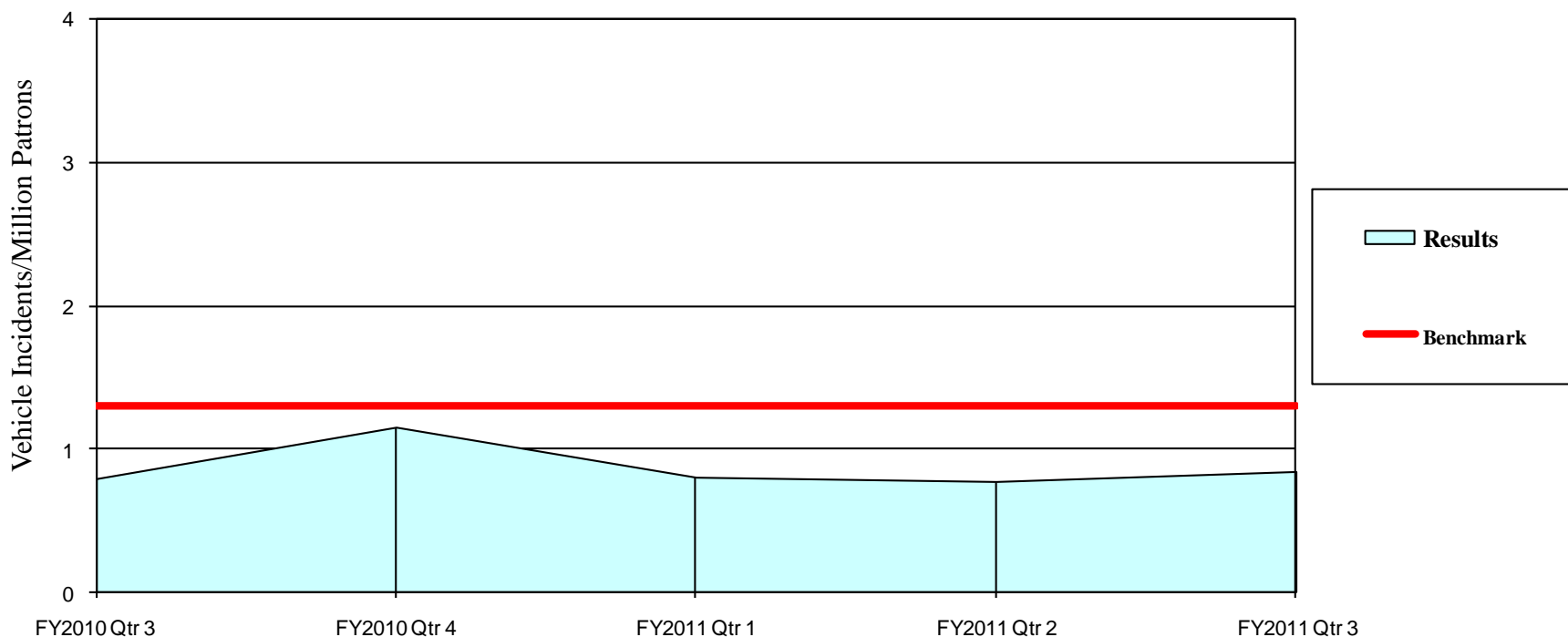
Patron Safety: Station Incidents per Million Patrons



✓ Up

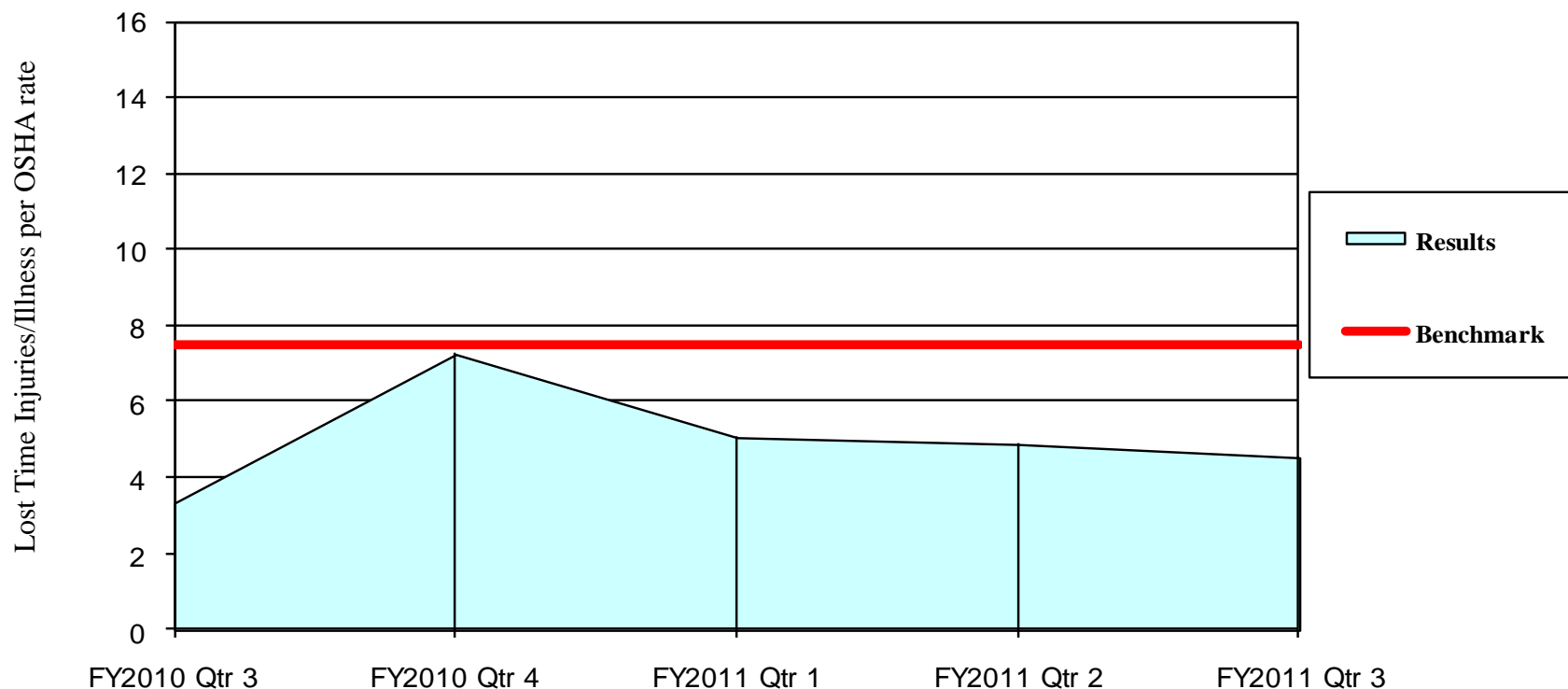
Patron Safety

Vehicle Incidents per Million Patrons



✓ Up

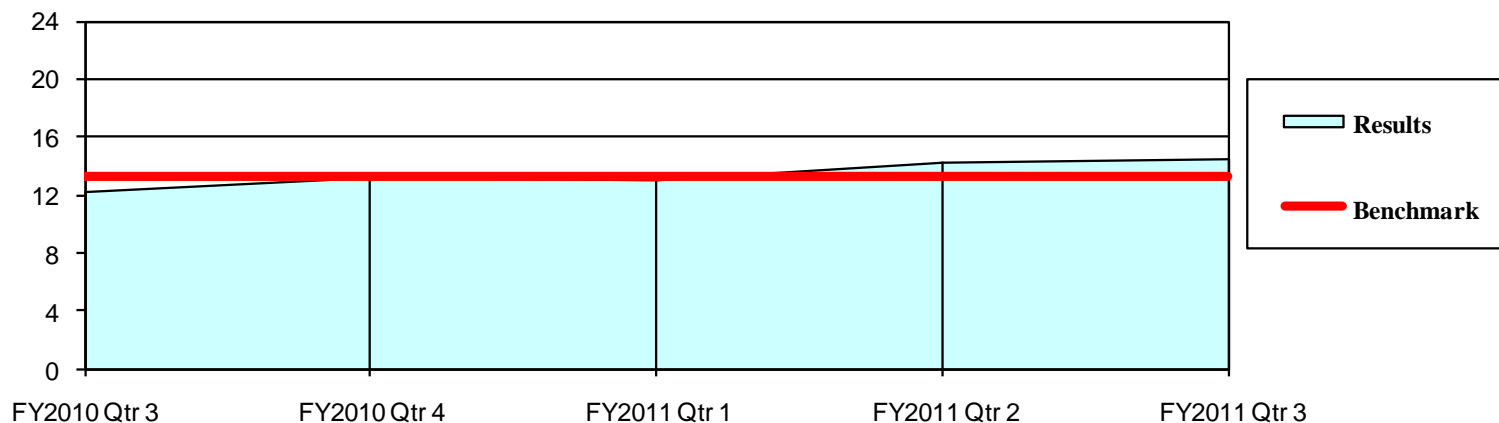
Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Down

Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

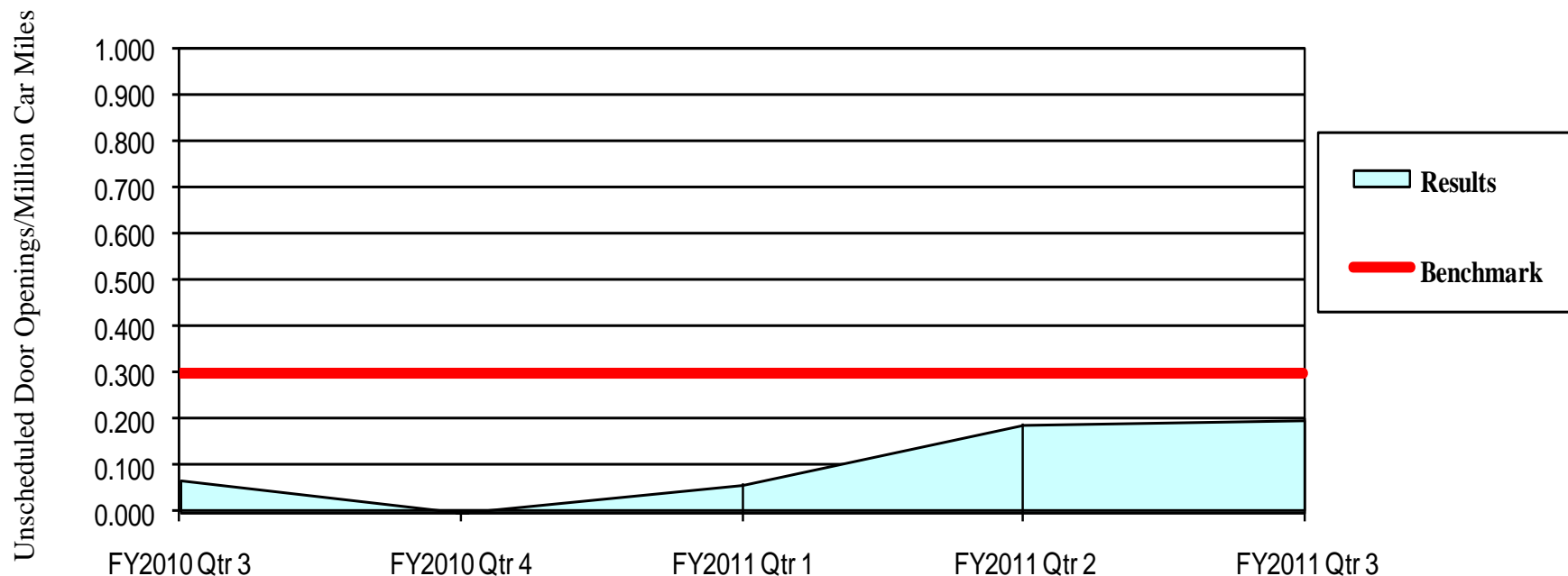
OSHA Recordable Injuries/Illnesses/OSHA rate



✓ Up

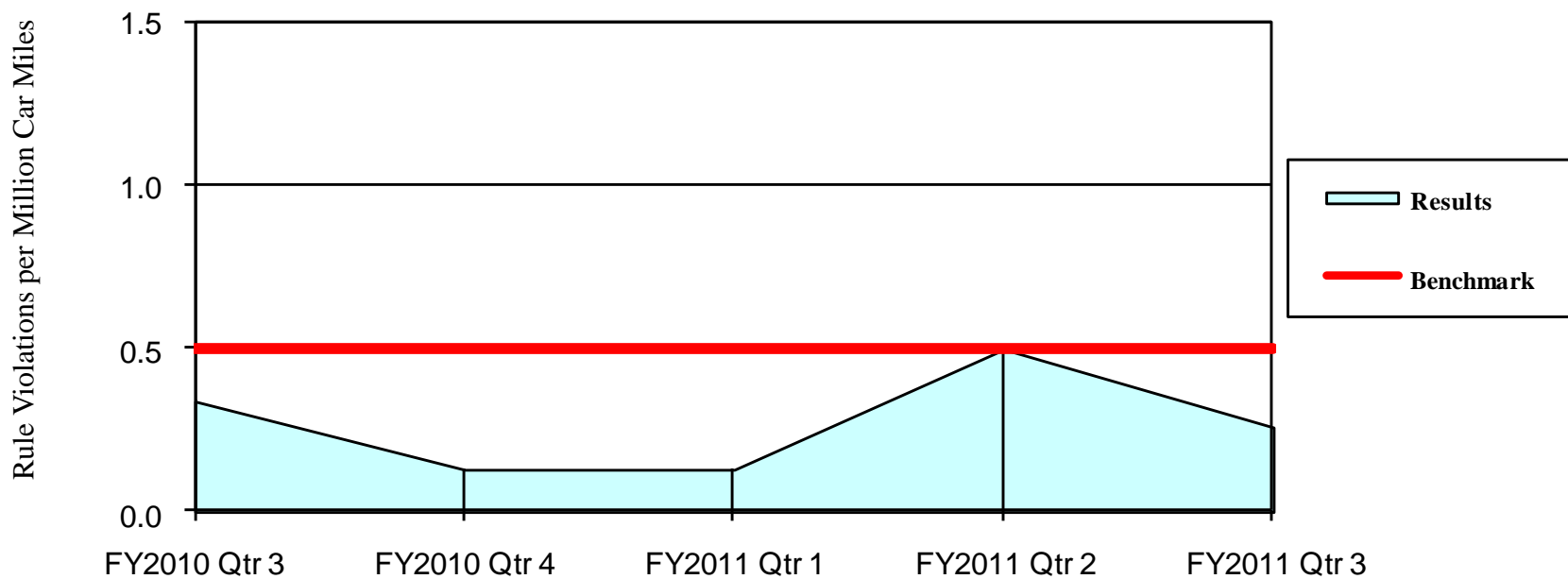
Operating Safety:

Unscheduled Door Openings per Million Car Miles



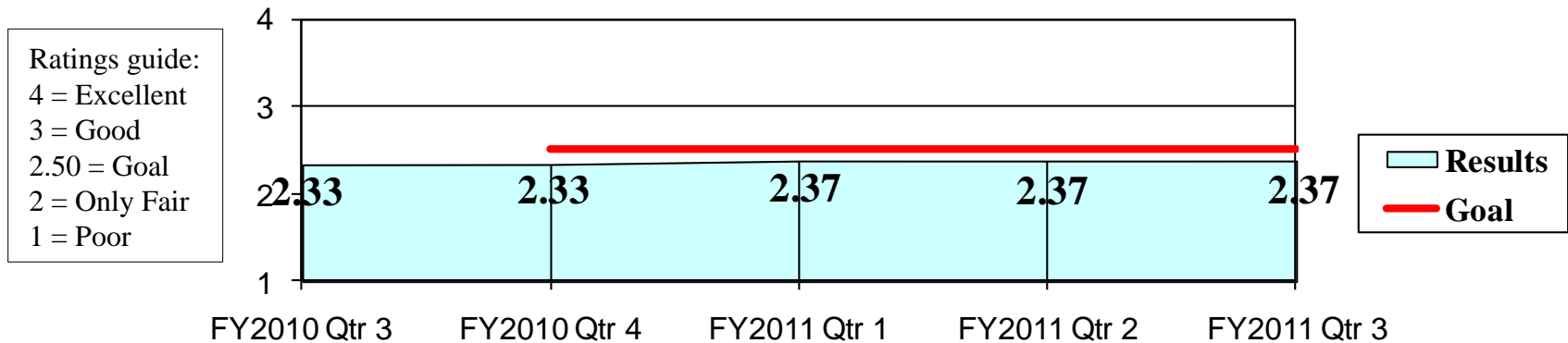
✓ Up

Operating Safety: Rule Violations per Million Car Miles



✓ Down

BART Police Presence

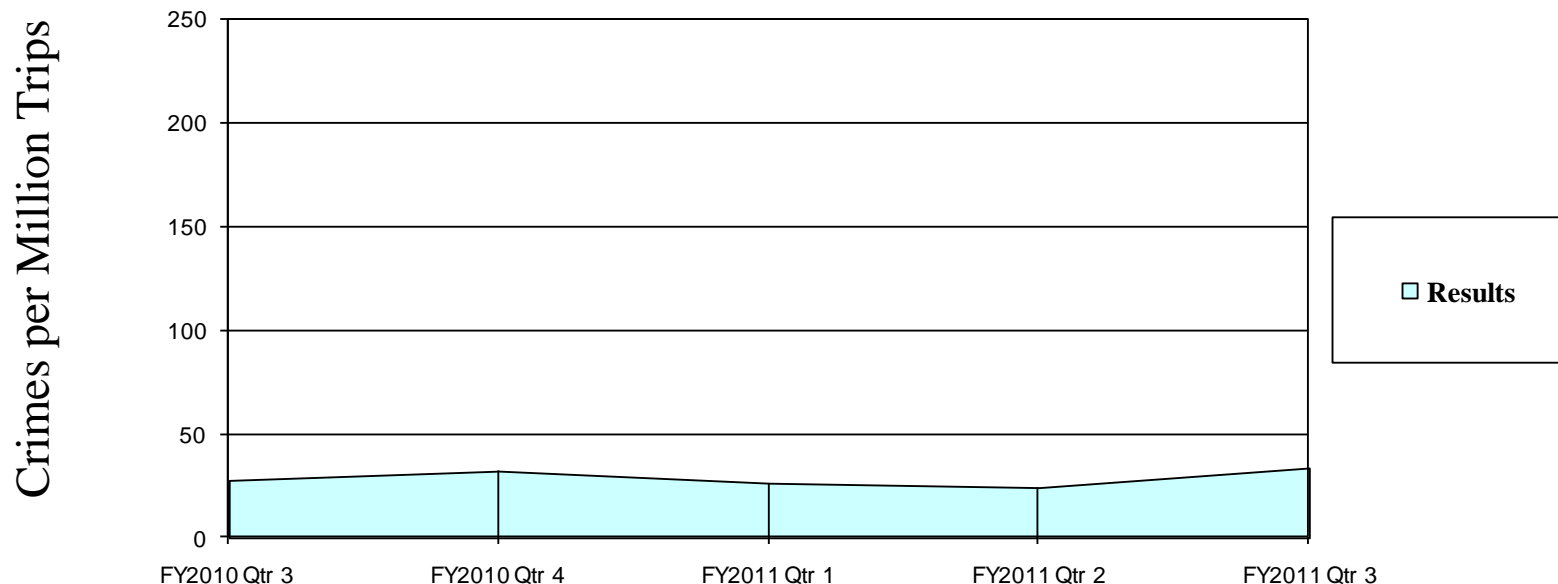


Composite Rating of Adequate BART Police Presence in:

| | |
|--------------------------------|------|
| Stations (33%) | 2.35 |
| Parking Lots and Garages (33%) | 2.43 |
| Trains (33%) | 2.33 |

- ✓ Adequate Presence ratings of either Excellent or Good:
- | | |
|-----------------|-----------------------------|
| Stations: 46.4% | Parking Lots/Garages: 50.8% |
| Trains: 45.0% | |

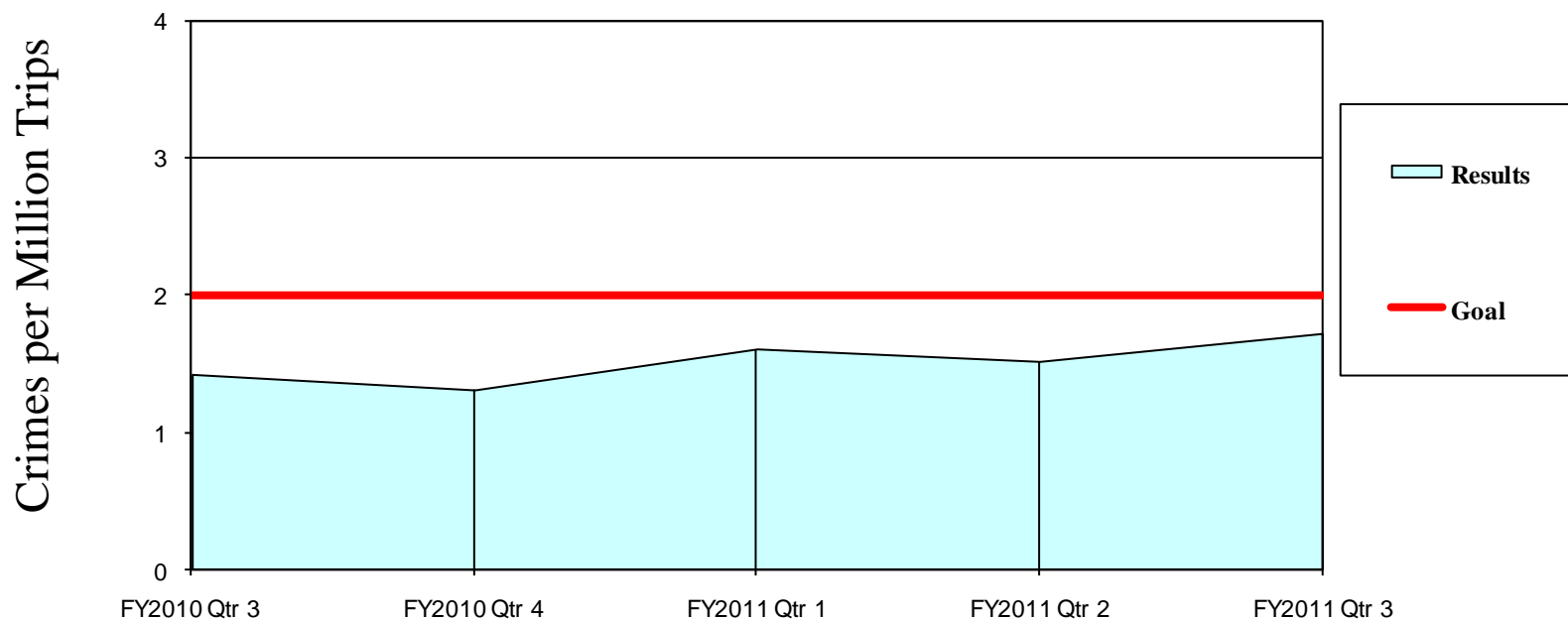
Quality of Life*



- ✓ Quality of Life incidents are up from last quarter, and up from the same quarter of last year

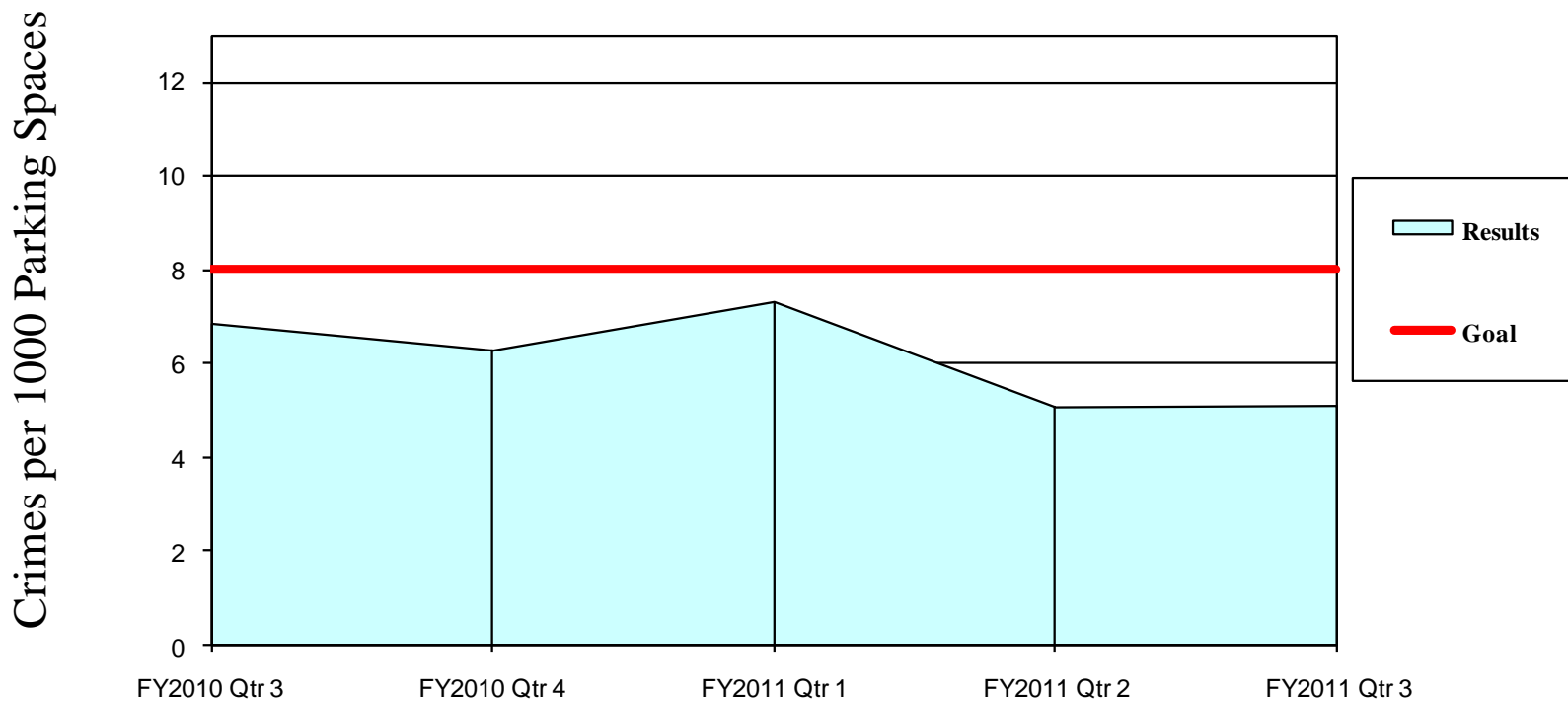
*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

Crimes Against Persons (Homicide, Rape, Robbery, and Aggravated Assault)



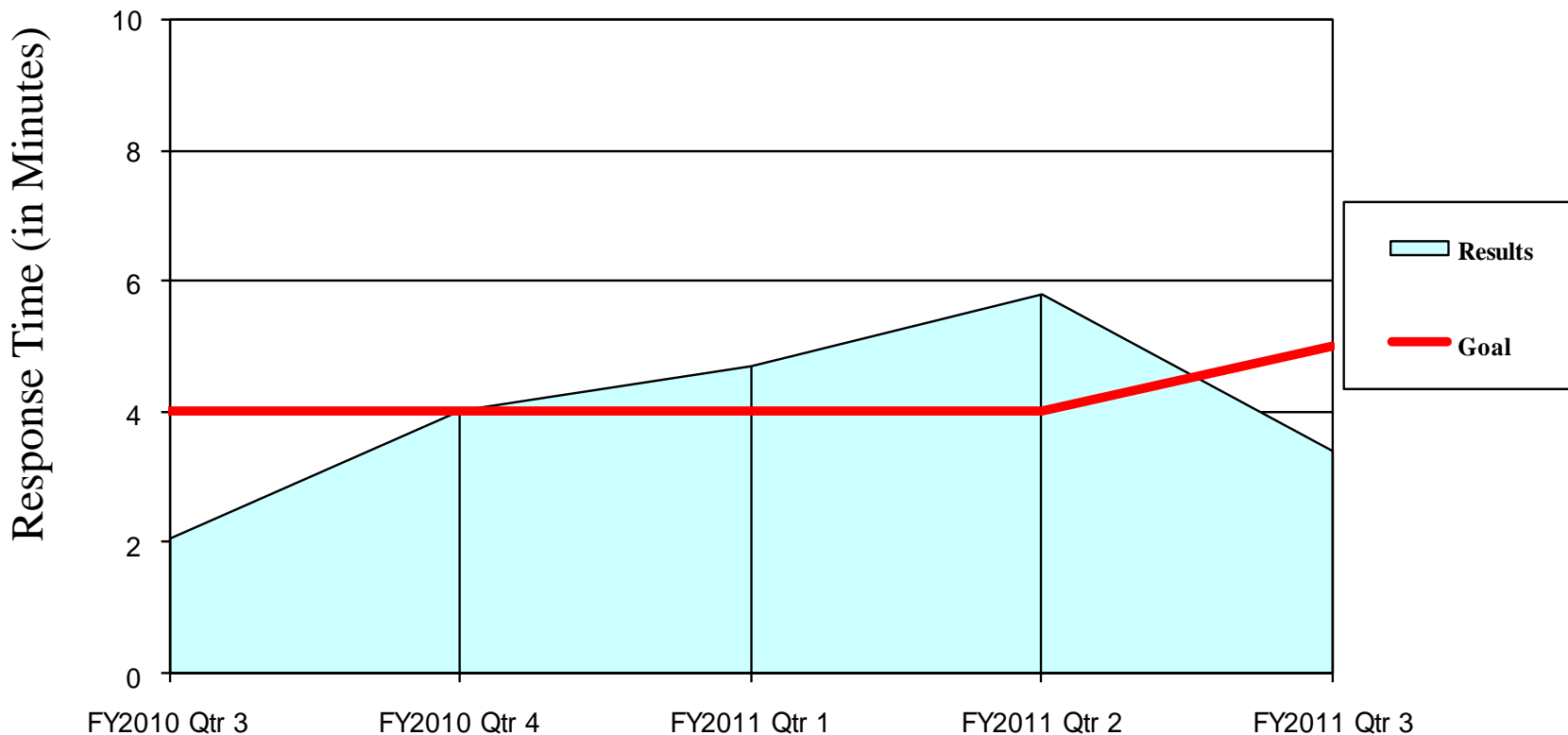
- ✓ Goal Met
- ✓ Crimes against persons are up from the last quarter and up from the corresponding quarter of the prior fiscal year.

Auto Theft and Burglary



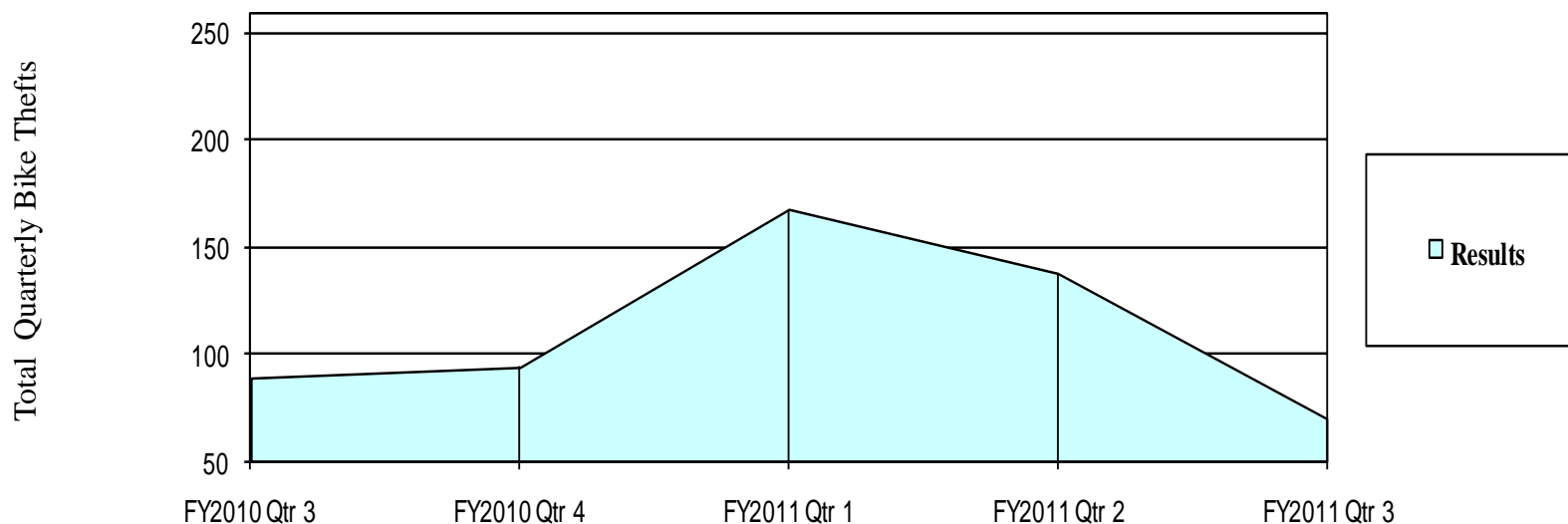
- ✓ Goal met
- ✓ The number of incidents per thousand parking spaces are up slightly from last quarter, and down from the corresponding quarter from the prior fiscal year

Average Emergency Response Time



- ✓ New Goal of 5 minutes established
- ✓ Goal for quarter met, the average response time for the quarter was 3.40 minutes
- ✓ Response time down from last quarter, and up from the same quarter from last year

Bike Theft



- ✓ 70 bike thefts for current quarter, down from 138 last quarter and down from 89 the corresponding quarter from the prior fiscal year